



MILWAUKEE POLICE DEPARTMENT

SCOPE OF SERVICES

For

RECORDS MANAGEMENT SYSTEM (RMS)

REQUEST FOR PROPOSAL (RFP 12637)

AUGUST 8, 2013 (FINAL)

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1. INTRODUCTION

This document is a request for Proposal (RFP) to supply and implement a new or upgraded law enforcement records management system (RMS) at the City of Milwaukee Police Department (MPD). MPD currently uses Tiburon RMS (version 7.4.1), and is interested in either upgrading or replacing its RMS. MPD is seeking a commercial, off-the-shelf solution (COTS) that requires little or no custom programming to meet MPD's functional requirements.

This document describes the minimum capabilities and additional "nice to have" features of a law enforcement RMS. MPD will use the functionality described in this document as a guideline for evaluating vendors' proposed systems, and is open to alternative approaches, as well. That is, if a proposed system does not perform a task as described in this document, the respondent may describe how the proposed solution would meet the task requirements by alternative means.

Appendix A – Functional Questionnaire and Appendix B – Technical Solutions Specification may contain questions related to functionality that your product does not currently support. We still encourage the RMS vendors to participate in the RFP process to showcase the functionality your RMS product does provide, thus facilitating the selection of a solution that best fits the needs of the agency.

2. BACKGROUND

2.1 PROJECT GOALS

The long-range purpose of the project is to implement a state-of-the-art law enforcement records management system (RMS) at the City of Milwaukee Police Department (MPD). It is anticipated that the new RMS will allow MPD to better meet its needs as a data-driven policing organization. To that end:

- The RMS should be built upon a relational database with properly structured data elements to support searching and reporting.
- The user interface should be user-friendly, with such features as field validation, smart-suggest, and context-sensitive help.
- The RMS should be capable of interfacing with a number of external systems to minimize duplicate data entry and improve the accessibility of data from disparate sources.
- The intention is to employ solutions that adhere to industry standards as a means of prolonging the life of the system and improving compatibility with other systems.

The goals of this project are to:

- Define, procure, and implement a comprehensive law enforcement RMS

- Employ an information processing architecture that is consistent with contemporary technology, adheres to MPD OPIS technology standards, and anticipates technological progress over the next 5 years
- Provide an automated environment that leverages technology to enhance and support daily operations with timely, accurate information

2.2 CONTACT PERSON

Michael Drzewiecki, City of Milwaukee Procurement Specialist, will serve as the RFP contact person. All questions and requests for clarification should be submitted in writing to Mr. Drzewiecki (Email Preferred) at michael.drzewiecki@milwaukee.gov.

IMPORTANT: Proposers are specifically directed **not** to contact any City of Milwaukee (including Milwaukee Police Department) staff for meetings, conferences, or technical discussions that is related to this RFP. Unauthorized contact of any City personnel is a cause for rejection of the proposal.

See Section 4.7 Procurement Schedule (page 20) for RFP release date and deadline for submission of the RFP response.

2.3 USER LICENSES

MPD will need adequate licenses to cover all users and user types that will use the RMS. Cost estimates should reflect the number of licenses noted below:

1. **Officers:** 1862
2. **Supervisors:** 320
3. **Sensitive Crimes Detectives:** 50
4. **MPD IT Resources:** 30
5. **Civilian Employees:** 300
6. **MDCs (squad car computers):** 500
7. **Super Users:** 50
8. **System Administrators:** 10

3. RESPONSE REQUIREMENTS

3.1 SCOPE OF RESPONSES

The Milwaukee Police Department (MPD) is seeking a Records Management System (RMS), per the requirements specified in the Appendices “A” and “B” which are posted on the Procurement Service Sections webpage with the RFP. This RMS shall include software and/or services, configuration, data migration, data cleansing, installation, staff training, and support. MPD is seeking a commercial, off-the-shelf solution (COTS) that requires little or no custom programming to meet MPD’s functional requirements.

Responses should explain the level of service being offered in terms of:

1. RMS capabilities as outlined in the Appendix A. For each capability listed, indicate the extent to which your solution meets or does not meet the requirement.
 - a. Identify capabilities that are included in your base solution. If customization is required to meet the requirement then this must be incorporated into the base product as a standard feature to ensure no impact of upgrading software to future releases.
 - b. Identify capabilities that could be delivered through customization to your solution.
 - c. Indicate the estimated cost of such customization.
 - d. Suggest alternative ways to meet the spirit of the requirement without customization of your solution.
2. Installation, setup, configuration, and testing of software (or service)
3. Training, location, and type of training (e.g., onsite/offsite, virtual, self-study, etc.)
4. Manuals and format(s) delivered (e.g., user, administrator, developer, configuration, installation, system startup/shutdown, etc.)
5. Hardware / hosting options and recommendations (e.g., SaaS)
6. Ongoing services contract to provide consulting, training, development, and other related services (on an annual basis)

NOTES:

- **PROPOSERS ARE REQUIRED TO PROVIDE EIGHT (8) BOUND (3-RING BINDER PREFERRED) COPIES OF YOUR PROPOSAL (ONE (1) CLEARLY MARKED MANUALLY SIGNED "ORIGINAL" AND SEVEN (7) CLEARLY MARKED "COPY".**
- **COPIES OF APPENDIX "A" AND "B" ARE NOT TO BE INCLUDED IN THE BINDERS WITH THE PROPOSAL. REFER TO SECTIONS 3.2.16 AND 3.2.17 FOR TRANSMITTAL DETAILS APPLICABLE TO THESE APPENDIXES.**
- **THE PROPOSAL SHIPPING CONTAINER MUST INCLUDE THE ENTIRE NUMBER OF REQUIRED PROPOSAL COPIES AND ATTACHMENTS (PREFERABLY IN 3-RING BINDERS) WITH THE EXCEPTION OF APPENDIXES "A" AND "B". THE SHIPPING CONTAINER SHALL BE SEALED AND CLEARLY MARKED AS FOLLOWS:**
 - **RFP 12637**
 - **RECORDS MANAGEMENT SYSTEM**
 - **NAME OF PROPOSER**
 - **CLOSING DATE**
 - **CLOSING TIME**

3.2 STRUCTURE OF RESPONSES**3.2.1 COVER SHEET**

The Cover Page shall include at a minimum, the name and address of the proposing organization as well as the name, phone number, e-mail address of the contact person, and a reference to "Request for Proposal (RFP 12637) Records Management System".

3.2.2 TABLE OF CONTENTS

Proposers are to include a table of contents with their submittal with tabs corresponding to the Proposal Submission Requirements detailed below from Section 3.2.4 through Section 3.2.20.

3.2.3 RFP DOCUMENT AND ALL ADDENDUMS

Proposers are required to manually sign the original copy of the RFP binding signature page, the addendums (unless instructed otherwise), the Cost Proposal, the Slavery Disclosure Affidavit, and the Designation of Confidential and Proprietary Information Document. Proposers are also required to submit all of the pages applicable to the RFP document with their proposal submittal.

3.2.4 SECTION 1: VENDOR INFORMATION

Respondents should include the following information about their company:

- Name of company
- Number of employees
- Year company founded
- Year solution (product or service) introduced
- Headquarters location
- Annual sales revenue
- Ability to secure a bond for the full amount of the contract prior to contract execution.
- Installation base (worldwide number of customers) for this solution
- Releases since solution (product or service) introduction
- Release schedule for solution
- Warranty period

3.2.5 SECTION 2: HIGH-LEVEL SOLUTION CAPABILITIES SUMMARY

Explain the extent to which your solution provides the high-level RMS capabilities described below.

1. The ability to integrate with Tiburon CAD version 2.3.
2. The ability to integrate with ORACLE PeopleSoft Human Resources module for ORACLE personnel ID, appointments, workforce affiliation, organizational level, etc.
3. The ability to integrate with enterprise-wide workforce scheduling solutions. (Note: MPD does not currently have an enterprise-wide scheduling solution).
4. The ability to connect to an email (or other messaging) program that manages list information and sends announcements, alerts, etc. Identify which email and other messaging programs have been successfully integrated.
5. Support for intranets and extranets.
6. The ability to integrate with TrACS version 10.0.

7. The ability to upload and securely manage images and documents like .pdf, .docx, .jpg, .gif, .xml (identify the file types your solution supports).
8. The ability to export and securely manage images and documents like .pdf, .docx, .jpg, .gif, .xml (identify the file types your solution supports).
9. RMS workflow and how the workflow can be customized (by user, programmer, vendor service, etc.).
10. Windows-like interface for data entry with familiar usability aids such as required field highlighting, spell check, field validation, etc.
11. Version control with rollback and view history functionality.
12. Describe the types of reporting that is available in your solution as well as the ability for users to create/modify reports. Describe how your solution interfaces with business intelligence or data warehouse software packages.
13. Multiple user types and permission levels: Describe the typical user types of your solution (e.g., supervisor, administrator, auditor, officer, investigator, etc.).
14. Officers should be able to maintain their own profiles of preferences (e.g., alerts, contact information, etc.).
15. Describe your change control process for code updates, patches, etc.
16. Describe the functional roadmap for your RMS product, in terms of anticipated expansion with additional modules and enhancements to existing modules, as well as interoperability with other systems.

3.2.6 SECTION 3: PROJECT & QUALITY MANAGEMENT

1. Describe your approach to project management which would include the specific project management methods and techniques you prefer and employ to control scope creep, resolve scheduling/resource issues and to identify, track and resolve other issues.
2. Describe what methods are used to handle change control, assure quality and risk management.
3. Describe your internal software development and testing methodology (SDLC).
4. Describe your testing process as part of implementation at a client site.

3.2.7 SECTION 4: PROPOSED PROJECT TEAM

Describe your proposed project team, including detailed information about the management structure. Include resumes for all members of the proposed project team that clearly spell out their technical and project management experience, with an emphasis on experience directly related to similar engagements for similarly sized municipal governments. The proposal should also clearly identify those members of the project team who will be charged with primary responsibility for communications with MPD staff, including project team members who will work to configure initial service requests, and provide training and technical support. Please note any members of the project team who are subcontractors or otherwise not employed by the proposing firm.

3.2.8 SECTION 5 : IMPLEMENTATION TIMELINE

1. Explain how the initial configuration and loading of the various components of the software would be accomplished. Are there any import and/or conversion utilities available to assimilate existing and historical data that may currently exist in various CAD/RMS systems? Specifically speak to any capabilities or experience the vendor has had with all CAD/RMS systems (please specify vendors and versions).
2. Explain the various forms and availability of knowledge transfer you provide to assist users in efficiently utilizing the system, both initially and throughout the life of the product. Knowledge transfer may include training, online help, self-guided tutorials, and other documentation provided to users and administrators of the system. Explain the training location, and type of training (e.g., onsite/offsite, virtual, train-the-trainer / end-user training, self-study, etc.) available. Also indicate what type, scope, and format of formal documentation is provided (e.g., manuals for users, administrators, developers; guides for configuration, installation, system startup/shutdown, hard-copy, CD/DVD-based, etc.).
3. See section 4.1 on page 16 of this RFP for a summary of our current expectations for MPD staff participation in the implementation of this system. If your solution requires a different scope or degree of participation in order to ensure a successful implementation, please identify your expectations in this section.
4. Provide a timeline detailing each step in your process for a typical implementation of your Records Management system. Include management checkpoints in the timeline. These should focus on implementation planning deliverables such as:
 - Detailed requirements gathering
 - Software configuration design
 - Hardware installation (if any)
 - Software installation
 - Software setup and configuration

- Template creation
- Data cleansing
- Data migration
- Testing
- Technical staff training (if any)
- Administrator training (if any)
- Developer training (if any)
- End-user training (if any)
- Pilot
- Go/No-Go decision
- Go live
- Fine-tune solution
- Transition support

3.2.9 SECTION 6: CUSTOMER SUPPORT

1. Describe the feedback mechanism for your customers to provide input into future releases of the solution.
2. Describe the major functional enhancements planned for the next release of your solution.
3. How many reported bugs, defects, or issues are active (describe the five most critical)?
 - a. Describe the patch process and schedule for bug, defect, or issue fixes.
4. MPD requires that the RMS vendor's on-call support staff must respond within 30 minutes for critical issues and access the system within 1 hour. Fixes or an acceptable workaround should occur within 4 hours. Describe your typical customer support service level agreement in terms of response time to a high-priority critical issue; including whether the agreement is backed by financial penalties should you fail to deliver service at agreed-upon levels.
5. Describe your business recovery plan and disaster recovery plan as it relates to customer support functions.
6. The MPD requires the RMS vendor to provide software support 24 hours a day, 7 days a week. Does your help desk operate on a 24x7x365 basis? If not, please indicate its hours of operation.
7. Support must consist of a dedicated on-call staff or center where problems can be reported and immediate help is available. Call centers must be located in the continental United States; offshore call centers will not be acceptable. Where is your help desk located?

3.2.10 SECTION 7: REFERENCES

Include three (3) references of current and/or past clients, preferably from cities comparable in population and size of police force. The City of Milwaukee has a population of approximately 600,000 residents, with MPD employing approximately 3,000 (2,000 sworn officers). Provide the following information for each reference:

- Name, Address, and Website Address of Client (Agency)
- Name and Title of Contact Person (Reference)
- Telephone Number of Reference
- Email Address of Reference
- Reference's Role on Project
- Name of Person(s) Responsible for Project Oversight (if different from Reference)
- Is this a current or a past client?

3.2.11 SECTION 8: COST

- Proposers are required to provide eight (8) bound copies of your cost proposal (One (1) clearly marked manually signed "ORIGINAL" and Seven (7) clearly marked "COPY").

Proposers must utilize **Appendix C** for the submission of their cost proposal. Proposers may add space for details where appropriate. The details under each category are for example purposes only; cost line items can be added as necessary. However, the headings should remain intact. Please use your specific detail when proposing. All costs must reflect a proposed solution to this Scope of Services document. It should also list specific hardware and quantity necessary to implement the proposed solution with volume/sizing estimates as detailed in this RFP.

Note: The City may choose to obtain items via existing vendor contracts or agreements. MPD reserves the right for the City to use our own hardware or source. Identify and include in your cost estimate all client hardware and software configurations required to implement and operate the proposed Records Management System. The RMS solution vendor is not expected to provide desktop or connectivity hardware or software.

- Identify and include in your cost estimate all client hardware and software configurations required to implement and operate the Records Management System solution. The Records Management System solution provider is not expected to provide desktop or connectivity hardware or software. If applicable, show the cost breakdown by module of your RMS solution.
- If software is licensed per workstation, show the single license cost. If software is licensed by concurrent user, show cost by user and any increase in rates based on volume.
- Describe any formulas used to arrive at costs.

- Describe licensing/pricing model (for example, according to number/capacity of servers, workstations, concurrent users, named users, power users, etc.).
- Where possible, indicate the incremental costs.
- Indicate percentage for annual maintenance, and specify if upgrades are included in the annual maintenance agreement. If maintenance is not included, identify these costs and describe separately.
- Should the solution being proposed include customizations, identify those costs and describe them separately in an attachment to the Cost Proposal document. The costs associated with preserving customizations during upgrades should also be noted and included in the attachment.
- State the warranty period and when maintenance costs begin.
- Indicate any incremental costs associated with deploying your solution for multijurisdictional use (if applicable).

Copy and paste this table as needed to present multiple pricing models.

NOTE – ALL EIGHT (8) COPIES OF THE COST PROPOSAL MUST BE SUBMITTED IN A SINGLE SEALED ENVELOPE THAT IS SEPARATED FROM THE PROPOSAL BINDERS. THIS ENVELOPE SHALL BE CLEARLY MARKED AS FOLLOWS:

- **COST PROPOSAL FOR RFP # 12637**
- **RECORDS MANAGEMENT SYSTEM**
- **NAME OF PROPOSER**

3.2.12 SECTION 9: SYSTEM WARRANTY AND MAINTENANCE

This section shall contain an acknowledgement of the vendor's responsibilities and provide a detailed description of the proposed system's warranty, the length of the warranty period, and the proposed support and maintenance plan along details of when the maintenance costs begin.

MPD requires that the system be warranted for a minimum period of three (3) years from the date of system acceptance.

Under this provision, the seller or manufacturer agrees to provide all parts, labor, field service and pickup and delivery costs related to repairs or corrections needed during the warranty period at no cost to the City.

During the warranty period, the proposer have service support technicians available to answer calls for service twenty four (24) hours per day, seven (7) days per week and three hundred sixty five (365) days per year. The names of the service support technicians and their phone number shall be provided to the MPD upon receipt of the executed contract.

NOTE: PROPOSERS SHALL PROVIDE A COMPLETE WARRANTY STATEMENT WITH THEIR PROPOSAL OR WITHIN THREE (3) WORKING DAYS OF RECEIVING A REQUEST THAT CONFIRMS THEIR FULL COMPLIANCE WITH THE ABOVE WARRANTY REQUIREMENTS. IF NOT PROVIDED WITH THE PROPOSAL, BUT REQUESTED BY THE DOA, PROCUREMENT SERVICES SECTION, THE PROPOSER MUST FURNISH THE WARRANTY STATEMENT WITHIN THREE (3) WORKING DAYS OR THE PROPOSAL WILL BE REJECTED.

3.2.13 SECTION 10: CITY-CERTIFIED SMALL BUSINESS ENTERPRISE (SBE) PROGRAM PARTICIPATION (OPTIONAL)

This RFP does not have a mandatory SBE participation requirement. However, proposers who partner with a City certified SBE firm may receive up to ten (10) additional points for SBE participation on this contract. Your proposal must document how the SBE subcontractor will be utilized. In addition, OSBD Form A must be completed and submitted with your proposal. For further information on the City's SBE program and to obtain a listing of City certified SBE subcontractors, contact the Office of Small Business Development at 414-286-5552.

3.2.14 SECTION 11: CONTRACTOR AGREEMENT DOCUMENTS TO BE CONSIDERED (IF APPLICABLE)

Proposers should include a copy of any agreements (contract language) that they would like the City to consider as part of any contractual agreements with MPD with their proposal. If not provided you should mark this section with the words "None included".

3.2.15 SECTION 12: ADDITIONAL INFORMATION DEMONSTRATING ABILITY TO MEET REQUIREMENTS (OPTIONAL)

NOTE: If provided, this additional information should not exceed three (3) pages.

3.2.16 APPENDIX "A": FUNCTIONAL REQUIREMENTS CHECKLIST

The Functional Requirements Questionnaire (Appendix "A") can be found on the Procurements Services Sections Webpage with the RFP. Proposers are required to utilize Appendix "A" to indicate the extent to which their solution proposed addresses the functional requirements detailed therein. Use the Comments cells in the spreadsheet to add details as needed.

MPD recognizes that there is no one system that would meet all of MPD's RMS needs. The extensive functional requirements outlined in Appendix "A" are intended to allow MPD to understand the breadth

and depth of each responding vendor's solution. Not all of the requirements listed in Appendix "A" are equally important to MPD.

IMPORTANT: Appendix "A" should not be included with the proposal binders. It should be submitted **electronically** as a Microsoft Excel spreadsheet file; **not** as an Adobe Portable Document Format (PDF) file. Submittal address for Appendix "A" is procurement.services@milwaukee.gov.

NOTE: USE OF A DOCUMENT OTHER THAN APPENDIX "A" TO DETAIL YOUR PROPOSED SYSTEMS FUNCTIONAL REQUIREMENTS SHALL RESULT IN PROPOSAL REJECTION.

3.2.17 APPENDIX "B": TECHNICAL SOLUTION SPECIFICATIONS

The Technical Solution Specification Questionnaire (Appendix "B") can be found on the Procurement Services Sections web page with the RFP. Proposers are required to respond to the questions detailed in Appendix "B" and/or insert or attach supporting information such as diagrams, etc. to support the answers. Proposers' responses to the questions and the supporting documentation shall follow the same format/sequence as the questions contained in Appendix "B".

IMPORTANT: Appendix "B" should not be included with the proposal binders. It should be submitted **electronically** as a PDF or Microsoft Word document. Submittal address for Appendix "B" is procurement.services@milwaukee.gov.

NOTE: USE OF A FORM OTHER THAN THE APPENDIX "B" TO DETAIL YOUR FIRM'S TECHNICAL SOLUTIONS SHALL RESULT IN PROPOSAL REJECTION.

3.2.18 APPENDIX C: COST PROPOSAL

The Cost Proposal Template ("Appendix C") can be found on the Procurement Services Sections web page with the RFP. Proposers must utilize Appendix C for the submission of their cost proposal. Proposers may add space for details where appropriate. The details under each category are for example purposes only; cost line items can be added as necessary. However, the headings should remain intact. Please use your specific detail when proposing. All costs must reflect a proposed solution to this Scope of Services document. It should also list specific hardware and quantity necessary to implement the proposed solution with volume/sizing estimates as detailed in this RFP.

Proposers may submit their response as a PDF or Microsoft Word document.

NOTE: SUBMITTAL OF ANSWERS AND DOCUMENTATION IN A FORMAT/SEQUENCE OTHER THAN THAT CONTAINED IN APPENDIX C SHALL RESULT IN PROPOSAL REJECTION.

3.2.19 ALTERNATIVE PROPOSALS

At your discretion, you may choose to submit an alternative proposal. Each alternative proposal must contain the sections identified above. Alternative proposals will be accepted only if submission of a proposal meeting the original specifications has already been made.

3.2.20 EXCEPTIONS

Proposers may include any exceptions to the RFP in this section. The City reserves the right to accept or reject any exceptions taken against this RFP.

4. ROLES, EXPECTATIONS, AND OTHER TERMS AND CONDITIONS**4.1 ROLE OF MPD STAFF**

MPD anticipates that staff from the successful proposer and MPD staff will be involved with the implementation process.

MPD will appoint its own Project Manager to assign MPD functional and technical resources to work with the successful proposer as needed. The vendor should expect to work directly with the MPD project team, but a single contact from the project team (e.g., the MPD Project Manager) will also be identified to facilitate communication.

The project team will assist the vendor in:

- Understanding the requirements for the RMS
- Designing the configuration for the solution
- Installing the solution
- Validating the data cleansing and data migration
- Validating and verifying the setup and configuration of the solution
- Piloting the solution
- Training

If your solution requires a different scope or degree of participation in order to ensure a successful implementation, please identify your expectations in this section. Include a description of any special technical or functional personnel that MPD will need to provide, as well as the percentage of full time (% FTE) they will be needed during the implementation.

4.2 STANDARDS OF PERFORMANCE AND ACCEPTANCE

This Section establishes the standard of performance which must be met before the proposed System is accepted by the City/MPD.

- A. The performance period shall begin on the completion of installation date and shall end when the System has met the standard of performance for a period of thirty (30) consecutive calendar days of trouble-free operation. Trouble-free operation is defined as twenty-four (24) hours in which no service call was necessary.

- B. In the event the System does not meet the standard of performance for a period of thirty (30) consecutive calendar days, the standards of performance test shall continue on a day-by-day basis until the performance is met for a total of thirty (30) consecutive calendar days.
- C. If the System fails to meet the standard of performance after ninety (90) calendar days from the completion of installation date, the City/MPD may at its option, request a replacement or terminate the contract.

Contractor's proposed system will require the approval of MPD before the solution goes live. MPD approval will be provided by the MPD Contract Manager and the Director of OPIS.

4.3 CONTRACTOR AGREEMENT DOCUMENTS TO BE CONSIDERED (IF APPLICABLE)

Include a copy of any agreements (contracts) that you would like to have considered in any contractual agreements with MPD. If you do not wish to include any contracts with your submission, you may answer this section with "None Included".

4.4 ADDITIONAL INFORMATION DEMONSTRATING ABILITY TO MEET REQUIREMENTS (OPTIONAL)

If provided, this additional information should not exceed 3 pages.

4.5 OTHER INFORMATION

Respondents may submit their proposals any time prior to the closing date and time. **Proposals must be received no later than 2:00 P.M. (Central Daylight Time) on December 3, 2013 in Room 601 of City Hall.**

All proposals are time-stamped upon receipt and are securely kept unopened, until the Closing Date. The City, or any official or employee thereof, will not be responsible for the pre-opening of, post-opening of, or the failure to open a proposal not properly addressed and identified. Proposals delivered by electronic means such as facsimile and email, are not allowed and proposals so delivered will not be considered.

Proposals time-stamped after the closing date and time will not be considered and will be returned to the Proposer unopened. **Regardless of the method used for delivery, Proposers shall be wholly responsible for the timely delivery of the submitted proposals to the address detailed below:**

Mr. Michael Drzewiecki
Procurement Specialist
City of Milwaukee
Department of Administration
Business Operations Division
Procurement Services Section
200 E. Wells Street, Room 601
Milwaukee, WI 53202-3560

RFP Copies: Copies of the RFP can be downloaded from the Procurement Services Sections web page at: www.milwaukee.gov or by emailing your request to mdrzew@milwaukee.gov.

Jurisdiction, Venue, Choice of Law: This RFP and any resulting contract shall be governed by and construed according to the laws of the State of Wisconsin.

Negotiations: The City may at its sole option, open negotiations with the highest ranked proposer after the proposal closing date and prior to award. The City also reserves the right to open negotiations with the second highest ranked proposer if negotiations with the highest ranked proposer are not successful.

Incurred Costs: All costs incurred by the proposer that are applicable to the RFP submittal including follow-up interviews, demos and negotiations are the responsibility of the proposer. There is no expressed or implied obligation by the City to reimburse any individual or firm for any costs incurred in preparing or submitting proposals, for providing additional information when requested by the City or for participating in any selection interviews, demonstrations including negotiations.

Follow-up Interviews: The City may conduct discussions with the highest ranked proposer(s) who submitted a proposal. Proposers must be available for interviews/presentations at City facilities or by phone on specific dates.

Confidential Matters:

- **City Data:** All data and information pertaining to this RFP, shall be treated by the Proposer and its agents as confidential. The Proposer and its agents shall not disclose or communicate the aforesaid matters to a third party or use them in advertising, publicity, propaganda, and/or in another job or jobs, unless written consent is obtained from the City.
- **Vendor Data:** If any information submitted in the proposal is confidential or proprietary, the Proposer must complete and include the Designation of Confidential and Proprietary Information with their proposal.

Assignment: The Proposer may not reassign any award made as a result of this RFP, without prior written consent from the City.

Rejection: The City reserves the right to reject any and all proposals, to waive any informality in the proposals that are received, to accept or reject any or all items in the proposal, and to award a contract in whole or in part. Moreover, the City reserves the right to make no selection if proposals are deemed to be outside the fiscal constraint or not in the best interests of the City.

APPENDIX A – FUNCTIONAL REQUIREMENTS

The Functional Requirements questionnaire (“Appendix A”) can be found in the separate Microsoft Excel spreadsheet accompanying the RFP documents. Responding vendors must submit their functional requirement answers in the Excel spreadsheet format provided.

APPENDIX B – TECHNICAL SOLUTION SPECIFICATIONS

The Technical Solution Specifications questionnaire (“Appendix B”) can be found in the separate Microsoft Word document accompanying the RFP documents. Responding vendors must submit their technical solution specifications in the Word document format provided.

APPENDIX C – COST PROPOSAL

The Cost Proposal Template (“Appendix C”) can be found in the separate Microsoft Word document accompanying the RFP documents. Responding vendors must submit their cost proposal in the Word document format provided.

4.6 FINANCIAL STATEMENT

A copy of the proposing firm’s latest audited financial statement shall be included in this section.

4.7 PROCUREMENT SCHEDULE

4.7.1

Date	Procurement Schedule
August 9, 2013	RFP release date
September 10, 2013	Deadline for proposers to submit written questions about the RFP
September 24, 2013 (9:00 AM CST)	Pre-Proposal Meeting via Teleconference
September 26, 2013	Deadline for submittal of additional questions at the pre-proposal meeting
September 30, 2013	Answers to all questions posted on City of Milwaukee Procurement Service Sections web page
December 3, 2013 (2:00 PM CST)	Proposal Closing Date
December 4, 2013 – January 6, 2014	Evaluation of Proposals
January 6, 2014	Selection of Highest Ranked Proposers
February 2014	Proposer demonstrations shall be conducted over a one week period and proposers will be required to demo a specific functionality each day of the week
February/March 2014	Contract negotiations
March 2014	Award of contract

5. EVALUATION AND AWARD PROCESS

Award: The City will select the respondent(s) whose proposal best meets the City's needs as defined in this RFP. Contractual commitments are contingent upon the availability of funds, as evidenced by the issuance of a vendor service contract. All contracts are subject to the approval of the City's legal counsel and the Purchasing Director, prior to execution. Once awarded, the contract will be the final expression of the agreement between the parties and may not be altered, changed or amended except by mutual agreement, in writing.

5.1.1 CRITERIA FOR AWARD

Category	Weighting
Compliance with the Proposal Submission Requirements	Pass/Fail
Solution design and functionality	15 points maximum
Responsiveness to MPD's requirements outlined in Appendix "A" – Functional Requirements	25 points maximum
Responsiveness to MPD's requirements outlined in Appendix "B" – Technical Solution Specifications	10 points maximum
Implementation, Training and Support Proposal	15 points maximum
Cost (Appendix C) of the solution and cost of associated services (if any) <ul style="list-style-type: none"> One-time (initial) cost: 10 points maximum Ongoing (annual) cost: 10 points maximum Average ongoing training & support cost (per hour): 5 points maximum 	25 points maximum
System Warranty & Maintenance Proposal, Experience of Proposer with similar projects, and References	10 points maximum
Utilization of a City-certified SBE Firm (Refer to Section 3.2.13 for details)	Up to 10 bonus points
Custom coding and custom modifications required to meet core functional requirements	(15) negative points

NOTES:

- Proposer answers will be verified during the RMS demos.
- The City's Criteria for Award will be used to consolidate the results and to select the highest ranked proposer based on the total points as indicated in this RFP.